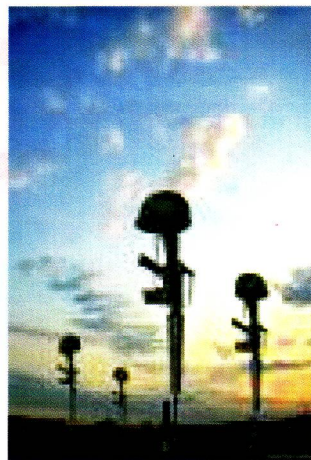




**U. S. ARMY GARRISON
BAMBERG
Casualty Notification
Guide
for the Casualty Notification Officer**



NOTIFICATION GUIDE

Casualty Notification Officer

1. The Selection

You have been selected by your installation commander to perform casualty notification duties for _____.

2. The Preparation

You are about to embark on what will be one of the most difficult duties you will be called upon to perform in your military career. **You represent the Secretary of the Army.** Your duty as a Casualty Notification Officer (CNO) has priority over all other duties. This guide will provide enough information to assist you in preparing and completing a casualty notification and ease some of the anxiety often experienced by individuals when called upon to perform this sensitive task. Your duties as a CNO are designed to soften the "blow", if possible, and to show the United States Army is genuinely concerned with its personnel and their families. Every notification is unique as a result of the individuals involved and the circumstances surrounding the incident. You must convey in every action and deed, the sincere concern of the United States Army for the feelings of the next of kin (NOK). Being prepared, sincere and alert to the needs of the NOK at the time of notification will reduce some of the shock that is normal under these circumstances. Remember, nothing can substitute for common sense, good judgment and sensitivity in making a casualty notification. The following information will help you during the pre-notification phase and in performing the actual notification:

a. The NOK will be notified promptly in an appropriate, dignified and understanding manner by a uniformed service representative. You will wear the Class A uniform and present a soldierly appearance when making notification.

b. The Army's policy is to make personal notification to the primary next of kin (PNOK) and secondary next of kin (SNOK) of the deceased soldier within 4 hours after notification of the death. Notification should take place during the hours from 0600 to 2200 local time unless otherwise directed. The time limits established for notification may have to be adjusted due to distances involved or other conditions, such as adverse weather. All attempts will be made to notify the PNOK first, if your efforts to contact the PNOK are unsuccessful, then contact the Casualty Area Command (CAC), immediately for guidance.

c. Learn as much as you can about the casualty, the NOK, and the circumstances surrounding the incident.

d. The CAC will provide the name, relationship and address of the NOK you will be notifying and any special conditions you should be aware of (if known).

e. Have on hand the name and telephone number of the local hospital, local ambulance service and fire department rescue squad.

f. Memorize the script you will use in paragraph 5b (below).

g. Review the following video's:

- (1) Casualty Notification (26 min)
- (2) Notifying Emotional Next of Kin. (8 min)
- (3) Notifying Hostile Next of Kin. (6 min)
- (4) Survivor Notification and Assistance. (10 min)

h. Review AR 600-8-1 (Casualty Operations), Chapter 4, Notification.

3. The Location of Next of Kin

a. Locating the NOK -

(1) Utilizing the last known address of the NOK, proceed to the residence of the NOK.

(2) Familiarize yourself with the location of the NOK. If the NOK resides within an area that you deem unsafe, request a police escort (the CAC can assist with the request).

(3) Make your visit as inconspicuous as possible without calling undue attention to the unusual presence of the military.

b. Inability to locate the NOK -

(1) If it appears the NOK is not at home, don't park in front of the residence and wait for their return. You may contact neighbors, friends, clergy, the police department, or the local postmaster, for the NOK's present whereabouts. Use caution and do not disclose the full purpose of your mission except to the NOK. The preferred place of notification is at the NOK's residence.

(2) If you are unable to locate the NOK or the NOK has moved from the immediate area, don't leave the local area. Immediately telephone the CAC for instructions.

4. Meeting the Next of Kin

a. Identify yourself to the NOK; for example: **"I am Captain Sam Robinson from Company A, 2d Battalion, 21st Infantry, Fort Bragg, North Carolina".**

b. Ensure you are speaking to the correct person(s). For example, **"Are you Mr. Tommy L. Jones? Are you the father of Sergeant Robert L. Jones"?**

c. If at least one person to be notified is home, state that you have an important message to deliver and ask permission to enter the residence. For example, **"I have an important message to deliver from the Secretary of the Army, may I come in, Mr. Jones."**

5. The Notification

a. Do not hurry, be as natural as possible in speech, manner, and method of delivery.

b. Convey one of the following scripts to the NOK (without reading from script):

(1) For death cases: **"The Secretary of the Army has asked me to express his deep regret that your (relationship; son, Robert or husband, Edward; etc.) (died/was killed in action) in (country/state) on (date). (State the circumstances provided by the Casualty Area Command.) The Secretary extends his deepest sympathy to you and your family in your tragic loss."**

(2) For missing cases: **"The Secretary of the Army has asked me to inform you that your (relationship; son, John or daughter, Janet; etc.) has been reported (DUSTWUN/Missing/Missing in action) in (country/state) since (date). (State the circumstances provided by the Casualty Area Command.) When we receive more information, you will be promptly notified. The Secretary extends his deepest sympathy to you and your family during this trying period."**

(3) For deaths resulting from friendly fire: **"The Secretary of the Army has asked me to express his deep regret that your (relationship) (died/was killed in action) in (country) on (date). State the circumstances). His/her death is result of suspected friendly fire. A formal investigation is being conducted. You will be further advised as additional information is received. The Secretary extends his deepest sympathy to you and your family in your tragic loss."**

(4) For deaths - positive identification not complete: **"The Secretary of the Army has asked me to express his deep regret that your (Relationship of deceased to NOK - son, daughter, husband) is believed to (have died) or (been killed in action) on (date of death), at (location). A body matching (Soldiers Name) description was found in (location). Cause of death at this time is under investigation. The local authorities are currently trying to establish positive identification. You will be notified as soon as identification has been established. The Secretary extends his deepest sympathy to you and your family during this trying period"**.

c. Do not extend overly sympathetic gestures that may be taken the wrong way. Use good judgment by not passing gory or embarrassing details.

d. **IMPORTANT!** Do not physically touch the NOK in any manner unless there is shock or fainting. Summon medical assistance immediately, if necessary.

e. Be alert to any adverse reaction to the news. If there are no other adult members of the family at home and the news produces a shock, it may be helpful for someone to be with the next of kin. If so, ask, "Is there anything I can do?" or "May I call someone or ask a neighbor to step in to assist?"

f. Ensure the NOK is informed of the following -

(1) In death cases, advise the PNOK that the Army has various disposition options, benefits, and allowances available and they should delay making any decisions on care and preparation of the remains until they have been fully briefed by the mortuary officer or the Casualty Assistance Officer (CAO).

(2) You need to verify the NOK's complete name, telephone number, and a 45-day mailing address at this time. (Complete the attached DA Form XXXX-R (Record of Casualty Notification Actions).

(3) They will be contacted within 24 hours by a CAO, who will arrange for a personal visit at their convenience (PNOK only).

(4) Personal notification will be made to the SNOK.

(5) In order to improve the timeliness of NOK notification and reduce notification efforts, the CNO should validate with the notified NOK other NOK address information listed on the casualty's DD Form 93 (Record of Emergency Data), and the DA Form XXXX-R (Record of Casualty Notifications Actions). If discrepancies are noted the CNO should pass the information to the CAC immediately. These actions could preclude another CNO from going to a wrong/outdated address.

(6) A letter, which will give more details, will be coming from the soldier's commander.

(7) They will receive a confirming telegram/mailgram confirming the information you have passed.

g. Information you **should not** discuss -

(1) Specific questions on subjects, such as insurance, death gratuity, final pay, autopsies or investigations, etc. If asked, advise the NOK that the CAO will discuss these subjects with the PNOK.

(2) Details on mortuary affairs.

(3) Personal effects of the soldier.

(4) Questions relating to line of duty, neglect, errors of judgment or the responsibility of other personnel concerned with the incident.

(5) Your prior experiences or personal conjecture.

(6) In short, limit your discussion to information contained in the message you delivered and **DO NOT DISCUSS MATTERS THAT YOU ARE NOT QUALIFIED TO DISCUSS.**

6. The Departure

a. Ensure the attached DA Form XXXX-R (Record of Casualty Notification Actions) is completed.

b. Stay with the NOK as long as needed, but depart the residence professionally, as soon as possible.

c. Announce your departure from the residence, for example, **"Mr. Jones, I must be returning to Fort Bragg, again, on behalf of the Secretary of the Army, please accept the United States Army's deepest condolences"**.

7. After the Notification

a. Immediately, after departure from the residence **and before returning home**, telephone the CAC and advise them of:

- (1) Time of notification.
- (2) Confirmed address.
- (3) Home telephone number(s) where NOK can be contacted.
- (4) Any unusual events or comments by the NOK.
- (5) Notify the CAC of any NOK address changes that may effect other notification actions.

b. Upon return, immediately - provide the completed DA Form XXXX-R to the CAC.

8. Final Comments

a. This guide is not intended to replace or circumvent existing regulations. However, this guide should serve as a beneficial tool in facilitating casualty notifications.

b. It is understandable that, for both the "first time" and the "experienced notification officer", there will be a certain degree of reluctance and anxiety. Your anxiety can be somewhat reduced by being well prepared, by maintaining close communication with the CAC, and, as earlier mentioned, use common sense and good judgment.

CASUALTY NOTIFICATION OFFICER BRIEFING CHECKLIST

Prior to dispatching a Casualty Notification Officer (CNO), to perform the difficult duties of notifying a next of kin (NOK), he/she should be briefed on the following major subjects.

- _____ 1. Uniform
- _____ 2. Transportation
- _____ 3. Casualty Notification Video
- _____ 4. Chaplain
- _____ 5. Notification standards
- _____ 6. Required reading (Casualty Notification Guide) along with Chapter 4, AR 600-8-1.
- _____ 7. Notification information
- _____ 8. DA Form XXXX-R (Record of Casualty Notification Actions) Immediately, upon return, provide the completed form to the CAC.
- _____ 9. Actions required after notification
- _____ 10. DA Form 7302-R (Disposition of Remains Statement)
- _____ 11. Casualty Assistance Officer
- _____ 12. Locating NOK (copy of DD Form 93 (Record of Emergency Data) attached)
- _____ 13. Verify the address of the PNOK and SNOK. (Immediately, notify CAC (telephonically) of any address changes).
- _____ 14. Report to Installation Casualty Office
- _____ 15. Beeper / Mobile Telephone
- _____ 16. Hand Receipt

Signature of Notifier

Date

Signature of Briefer

Date

RECORD OF CASUALTY NOTIFICATION ACTIONS

For use of this form see AR XXX-XX; the proponent agency is ODCSPER

1a. NAME OF DECEASED (<i>Last, First, Middle</i>)		1b. GRADE/RANK	1c. SSN
1d. ORGANIZATION AND STATION			
1e. DATE OF DEATH		1f. PLACE OF DEATH	
1g. DATE OF BIRTH		1h. PLACE OF BIRTH (<i>City, State or Country</i>)	
1i. CAUSE/CIRCUMSTANCES			
2a. DATE AND TIME OF NOTIFICATION		2b. PLACE OF NOTIFICATION	
2c. NAME OF PNOK (<i>Last, First, Middle</i>)		2d. SSN	2e. RELATIONSHIP
2f. DOB	2g. TELEPHONE	2h. CONFIRMED 45-DAY ADDRESS	
3a. DATE AND TIME OF NOTIFICATION		3b. PLACE OF NOTIFICATION	
3c. NAME OF SNOK (<i>Last, First, Middle</i>)		3d. SSN	3e. RELATIONSHIP
3f. DOB	3g. TELEPHONE	3h. CONFIRMED 45-DAY ADDRESS	
4a. DATE AND TIME OF NOTIFICATION		4b. PLACE OF NOTIFICATION	
4c. NAME OF OTHER NOK (<i>Last, First, Middle</i>)		4d. SSN	4e. RELATIONSHIP
4f. DOB	4g. TELEPHONE	4h. CONFIRMED 45-DAY ADDRESS	
5a. NAME (<i>Last, First, Middle</i>), ADDRESS AND SSN OF EACH CHILD		5b. PERSON WITH WHOM CHILD RESIDES, AND RELATIONSHIP TO CHILD (<i>i.e., PNOK, SNOK, OTHER NOK</i>)	5c. CHILD's DATE OF BIRTH

ITEM 5 CONTINUED:

6. Ensure you relay the following information to the PNOK prior to departure:

- a. A mailgram will be sent to PNOK and SNOK residing in CONUS verifying the information you have just provided them.
- b. A Casualty Assistance Officer (CAO) will contact them within 24 hours to arrange a personal visit at their convenience (PNOK /PADD only).
- c. A representative of the Army will provide the PADD information concerning their options, allowances, and benefits for the preparation and internment of the remains.
- d. Obtain Casualty Date/Place of Birth (See item 1g and 1h)

7. ADDITIONAL INFORMATION (CAO will collect supporting documentation.)

- a. WAS CASUALTY EVER DIVORCED? ☐ YES ☐ NO
- b. ARE PARENTS DIVORCED? ☐ YES ☐ NO
- c. WERE THERE ANY HEALTH PROBLEMS NOTED? ☐ YES ☐ NO
- d. WERE THERE ANY LANGUAGE BARRIERS WITH NOK? ☐ YES ☐ NO

PRINCIPAL LANGUAGE IF OTHER THAN ENGLISH: _____

8. After departure from the residence:

- a. Immediately call the CAC, telephone _____, to relay that notification has been completed. If you are unable to reach CAC personnel, please call DA Casualty at (703) 325-7990. Please call collect. Advise CAC of any problems. If notification is not completed within 4 hours after your departure, inform the CAC of the notification delays.
- b. Upon return, immediately provide this completed form to the CAC.

9. LIST QUESTIONS THE NOK MAY HAVE. (Give to the CAC/CAO)

10. COMMENTS

11a. NAME OF CASUALTY NOTIFIER

11b. RANK

11c. ORGANIZATION

11d. HOME PHONE

11e. DUTY PHONE

11f. SIGNATURE